



Prior Park Schools

Post: Domestic Services Manager

Reporting to:

1. Estates Director

Prior Park Schools

Prior Park Schools (PPS) is a charitable trust comprising 3 independent but interdependent day and boarding schools set in the beautiful South West of England and Gibraltar. Prior Park College, the senior school and The Paragon School, the junior school, both in Bath and a senior school in Gibraltar. Each school provides high achieving, Catholic/Christian co-education. The heart of Prior Park Schools is the encouraging Christian ethos which nurtures over 1,000 pupils aged between 3 and 18 years to become confident, capable, compassionate, and independently minded young people.

Each School has a Head Teacher and a Leadership Team who lead the day-to-day educational business of their respective schools. The Board of Trustees provides governance and support for the Head Teachers and their schools via a number of Advisory Committees which include Local Boards for each of the schools, the Finance, Audit, Investment & Risk Committee (FAIR), an Education Committee and Safeguarding.

The Executive management of the schools is devolved to a Board called the Prior Executive Board (PEB) which comprises the Head Teachers of each constituent school, The Director of Operations & Finance, the Director of Development, and the Head of Compliance. The PEB drives the strategic development of PPS, ensuring that it is on track to deliver its Vision and thereby remains a market leader in independent education. The PEB is chaired by the Head of PPC with the agenda and papers provided by the Director of Operations & Finance.

Purpose of the Role

This is a key role to ensure that the full range of domestic services are planned, co-ordinated and delivered to a high standard across our schools in Bath. The post holder will manage the day to day delivery of an effective cleaning, housekeeping, laundry, portering and general “soft” facilities management services across both sites during the school day and during school holidays to facilitate and when necessary, on some weekends and evenings.

Contacts

The DSM can expect to have a wide range of contacts with stakeholders across the Trust (both internal and external to the organisation), but the important, day to day operational contact will be with staff at Prior Park College (PPC) and the Paragon School (TPS).

The Estates Department

The Estates Department provides a wide, diverse range, of hard and soft facilities management support services to the Trusts’ schools, encompassing, but not limited to:

- Buildings maintenance, statutory servicing, and property compliance
- Site security and safety
- Porter services, including delivery of post, parcels, goods, laundry, and equipment
- Waste management and recycling
- Cleaning, housekeeping, laundry, and general soft facilities services
- Grounds maintenance and gardening
- Venue set up for events and functions for school and commercial activities
- Legal compliance monitoring and recording
- Management of the Trust’s tenanted residential properties
- School transport

The Domestic Services Team

The Domestic Services Team includes cleaning, housekeeping and laundry staff. There are currently 21 staff in the team, working across our Bath schools including two Domestic Services Supervisors (DSS). Cleaning is a universal service across both schools. Housekeeping and laundry are dedicated to PPC, providing services for the two boarding houses on site.

The Role

The DSM will report directly to and be line-managed by the Estates Director (ED). In their work, the post holder will have day to day responsibility for their own work priorities and maintenance of high standards. The DSM will work closely with the Estates Manager (EM) and the Commercial Activities Manager (CAM).

The role is based predominantly at PPC, but it is essential that the post holder has a visible presence at TPS. The post holder will therefore be required to travel regularly between the two sites and from time to time other locations, as required.

The DSM will need to be flexible in both their approach and the hours they work. Whilst routine working during core times is anticipated, there will be a requirement to support the team with work during some evenings and weekends depending on events and activities happening across the schools. The DSM will manage existing teams of domestic services staff (including working supervisors) and they are expected to be resourceful, organised, and efficient in delivering a quality service for the business.

Our schools are occupied and used productively throughout the year and the post holder will work all year round.

The main areas of responsibility are:

- Reporting to the ED regularly on departmental issues, work schedules and forward planning
- Managing and delegating tasks to the DSS
- Maintaining close oversight on all work throughout the day to ensure the highest standards are maintained and health and safety requirements are met
- Ensuring efficient systems of work and documented procedures are in place
- Planning, allocation and monitoring of all cleaning/laundry duties, ensuring efficient allocation of staff to cover all areas across the schools, with contingency plans to cover staff absence/holiday/shortage
- Working with the DSS to ensure staff working rotas are arranged effectively
- Maintaining records of domestic staff holidays, completing and authorising timesheets/overtime claims as required
- Overseeing arrangements for cleaning and set-up of school and commercial functions in liaison with the EM and the CAM
- Creating, maintaining and regularly reviewing risk assessments for all tasks undertaken in the department, ensuring staff are provided with appropriate guidance, instruction and training in line with statutory and Trust protocols
- Identifying potential risks and hazards, ensuring these are reported to the appointed Health & Safety representative/committee
- Maintaining training records for all staff in the department and liaising with the ED for the provision of ongoing training
- Recruiting, selecting and inducting new domestic staff in liaison with the HR Department and the ED
- Managing domestic staff absences, overtime and TOIL, reporting to the ED, HR and Payroll as required

- Identifying and reporting faults and required repairs/replacement of equipment and buildings to the ED and EM following all required procedures
- Maintaining oversight on the ordering of all stores and consumables for the department, ensuring adequate stock levels are maintained
- Ordering goods and services from suppliers, including negotiating contracts (in liaison with the ED) and obtaining best prices, following required procedures
- Implementing, monitoring, and managing departmental service contracts (feminine hygiene, window cleaning, recycling, waste, equipment, and vending)
- Implement and manage additional cleaning requirements for residential properties.
- Providing the ED details of spending requirements for equipment (new and repairs), bedding, curtains, carpets, etc
- Controlling departmental expenditure and ensuring costs are within budget, reporting any variances to the ED and providing information on a termly basis for formal reporting purposes
- Working with the ED and EM on replacement of furniture and furnishings
- Liaising with the EM on the redecoration of internal areas
- Ensuring compliance with COSHH regulations with oversight on staff training and departmental compliance with current H&S regulations, etc
- Attending weekly management and other meetings as directed by the ED and DOF
- Meet regularly and maintain strong working relationship with all internal service stakeholders to ensure the service is high quality, comprehensive, efficient and offers value for money.

The tasks listed above are not exhaustive and other additional, reasonable duties falling within capabilities of the post holder may be required, depending on the needs of PPS.

JD reviewed October 2021

Line Management

The DSM will have direct management responsibility for all domestic staff, including two cleaning supervisors, across our Bath schools.

Professional Specification and Personal Attributes

The post holder must have good interpersonal and communication skills and be able to liaise with external stakeholders and staff at all levels in a friendly and professional manner. They will be expected to maintain the utmost confidentiality and will need excellent organisational skills and be able to demonstrate a methodical and organised approach

	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • Minimum of 5 GCSEs including English and Maths at Grade C or above or equivalent • A full current UK driving licence 	<ul style="list-style-type: none"> • Hotel, hospitality or a general management qualification. • Health and Safety qualification • First Aid at work certificate
Experience	<ul style="list-style-type: none"> • Proven high quality experience in a similar hospitality/soft FM role, together with operational and financial management • Proven experience of the development, management, and operation of business activities 	<ul style="list-style-type: none"> • Previous experience of working in a school, educational establishment or other high volume mixed setting establishment
Knowledge	<ul style="list-style-type: none"> • Knowledge and awareness of the importance of confidentiality and data protection • Adept at managing budgets and obtaining “best value” from suppliers 	<ul style="list-style-type: none"> • Knowledge of child protection and safeguarding policies

<p>Skills and competences</p>	<ul style="list-style-type: none"> • Strong interpersonal, verbal, and written communication skills • A confident IT user with experience of Microsoft Office applications • Excellent organisational skills, able to work to strict and often conflicting deadlines • An ability to work collaboratively across many departments and develop and maintain positive and supportive working relationships • A flexible attitude towards duties and working patterns to fulfil the requirements of the role • Very high standards with exceptional attention to detail • Track record of managing and motivating teams of staff 	<ul style="list-style-type: none"> • Ability to prepare budgets and monitor expenditure against them
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Child Protection

All staff employed by Prior Park Educational Trust must be committed to safeguarding and promoting the welfare of children and young people across our 3-18 Trust, both in and out of our Schools. All staff are expected to adhere to and always ensure compliance with the Trust's Child Protection Policy Statement. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Data Protection

In the course of employment at Prior Park Educational Trust, staff may have access to confidential information relating to pupils and their families and are required to exercise due consideration in the way they use such information. Staff should not act in any way which might be prejudicial to the School's interest. Information which may be included in the category covers both the general business of the school and information regarding specific individuals. A strict code of confidentiality must be always adhered to. The School is registered under the Data Protection Act 2018 and operates under policies that meet General Data Protection Regulations (GDPR). Staff must not at any time use the personal data held by the school or disclose such data to a third person.

Special Working Conditions

Prior Park Schools operates a policy under which smoking, including e-cigarettes or vaping, is not permitted anywhere onsite.

Schools are physically demanding environments, and the DSM can expect to be involved in activities which may require physical exertion, e.g., moving equipment or setting up for events as and when required, always observing health and safety regulations and practices.

The post is full time, with core business hours 8:00am to 5:00pm Monday to Friday, although evening and weekend working will be required depending on the events and lettings schedules, for which time off in lieu (TOIL) will be given, in agreement with the ED.

We offer a supportive working environment, a competitive salary as well as free lunch each day the kitchen is operational. We also offer 33 days holiday (including bank holidays), access to other benefits including free parking onsite, generous fee remission for eligible children, a contributory pension scheme and complimentary gym membership.